



# IDAHO DEPARTMENT OF HEALTH & WELFARE

C.L. "BUTCH" OTTER – Governor  
RICHARD M. ARMSTRONG – Director

LESLIE M. CLEMENT - Administrator  
DIVISION OF MEDICAID  
Post Office Box 83720  
Boise, Idaho 83720-0036  
PHONE: (208) 334-5747  
FAX: (208) 364-1811

September 12, 2007

Maryah Wachner, Administrator  
Ashley Manor - Hyde Park  
1908 N 13th St  
Boise, ID 83702

Dear Ms. Wachner:

On September 5, 2007, a complaint investigation survey was conducted at Ashley Manor - Hyde Park. The survey was conducted by Rachel Corey, RN and Karen McDannel, RN. This report outlines the findings of our investigation.

## **Complaint # ID00003057**

**Allegation #1:** An identified resident is incontinent of bowel and bladder; staff does not provide pericare and allows the identified resident to lay in his bed wet and dirty.

**Findings:** Based on observation, interview and record review it could not be determined that staff was not providing appropriated pericare or assisting the identified resident with toileting and hygiene.

On September 5, 2007 between 1:30 p.m. and 3:30 p.m. observations were made of seven residents. Staff was observed toileting residents during that time. At 2:30 p.m., it was observed that identified resident was assisted with toileting and showering. Resident was observed to be wearing clean clothing.

On September 5, 2007 at 1:30 p.m., a home health nurse stated the residents were observed to be clean. She had no concerns with assistance with toileting and pericare.

On September 5, 2007 at 1:50 p.m., a random resident stated that he could ask for assistance to toilet and was mostly independent with toileting and pericare.

On September 5, 2007 at 2:00 p.m., a caregiver expressed that all residents were able to request assistance with toileting when needed. The caregiver was able to describe toileting routines for each resident. She stated the identified resident sometimes

refused toileting or to have incontinent briefs changed at night due to wanting to sleep, but staff would provide pericare between 4 a.m. and 6 a.m. each morning.

On September 5, 2007 at 2:15 p.m., a hospice nurse stated she had never observed residents to be wet or dirty or not being assisted with toileting or pericare. She stated that the identified resident was "mostly independent with toileting, but needed stand by assistance due to shortness of breath."

On September 5, 2007 at 2:40 p.m., the indentified resident stated, "I would sleep through the night and not get up to go to the bathroom, but staff wakes me up."

On September 5, 2007 at 2:45 p.m., another hospice nurse denied finding the identified resident wet or dirty, but knew that on occasion the resident would refuse to toilet at night. She attributed this refusal to agitation and exhaustion and stated she would address those underlying issues.

Conclusion: Unsubstantiated. Although it may have occurred, it could not be determined during the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report. Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,



RACHEL COREY, RN  
Team Leader  
Health Facility Surveyor  
Residential Community Care Program

RC/sc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Community Care Program  
Rachel Corey, RN, Health Facility Surveyor